



CLASS SPECIFICATION FOR:

Department Technology Specialist III

General Statement of Duties:

Provides advanced, Tier III technical support to end users, hardware, software, applications, systems, interfaces and equipment in assigned County department(s), which may include supporting department staff and/or operations at multiple locations; additional duties include routine programming, coding, scripting, querying, interface development and support; LAN/WAN setup and support; routine and less complex maintenance, design and creation of dynamic department-specific web pages and/or tools; and assisting with the management of the department-specific domain; does related work as required.

Distinguishing Features of Class:

Routinely provides complex Tier III troubleshooting and support for all department-specific equipment and technologies; uses advanced debugging and diagnosis skills to resolve complex technical issues; implements a wide range of solutions with minimal guidance; and undertakes and completes upgrades, testing and issue resolution with minimal guidance or assistance. Serves as a software and systems super-user providing subject matter expertise (SME) in all department-specific hardware, software, and equipment; provides advanced levels of support for various assigned third-party and County-developed software and systems which includes basic programming, scripting, querying and coding to develop and enhance products, pages and tools for department's operational needs and end users; provides advanced levels of support for various department-specific equipment and peripherals, wireless devices and phones. An incumbent in this classification serves as liaison with vendors and state agencies for department-specific software, interfaces and systems; assists with or handles various duties to manage the department-specific domain; and performs basic interface development and support, and LAN/WAN setup and support; establishes and maintains social media venues, including dynamic web pages, for assigned department; analyzes end users' software and systems' issues and needs, recommends the development of tools, enhancements and other relevant solutions, and performs basic programming and coding as needed to develop and implement approved tools, enhancements, and other solutions. Work is performed independently with general supervision. May be responsible for setting up and maintaining technology in Incident Command Centers during incidents. Appropriately refers and collaborates on issues with supervisor and/or appropriate IT Department staff.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

Proficiently performs the duties and responsibilities of a Department Technology Specialist I and II plus:

- Serves as a software and systems super-user providing subject matter expertise (SME) and support for various assigned third-party and County-developed software, applications and systems which includes basic programming and coding to develop and enhance products, pages and tools for department's operational needs and end users;
- Routinely provides advanced face-to-face, online and remote Tier III end-user support using a variety of automated tools, and performs advanced troubleshooting and issue diagnosis, configurations, basic database and/or application administration, complex break/fix repairs and issue resolution for hardware/software in assigned department(s), resolves other unusual or complex end-user and functional issues, includes researching, recommending and deploying solutions, develops and maintains advanced super-user technical expertise for identified software/issues, and is the "go-to" person for solving difficult issues;
- Performs complicated department-specific installations, configurations, upgrades, testing, maintenance, troubleshooting and diagnosing, repairs and support for all types of department-specific hardware and software, related peripherals, interfaces, and department-specific equipment and devices, A/V, wireless technologies and devices, and telecommunications equipment upgrades, expansions and replacements within assigned parameters;
- Supports department-specific interfaces and assists with designing, developing, coding, programming, testing and the maintenance of interfaces between applications and systems, including County to County and County to non-County interfaces;
- Analyzes end users' issues with software and systems, identifies and recommends solutions, performs basic programming, scripting and coding as needed to develop solutions, and implements approved solutions;
- Investigates and resolves routine and moderately complex application and/or database functionality and performance related issues with IT Department staff, other agencies and vendors as needed (COTS, County-developed systems, proprietary agency systems);
- Serves as a liaison and works with COTS and Enterprise System Support, third party vendors and consultants as needed to support equipment, software, hardware, peripheral functionality and connectivity;
- Liaisons with vendors and state agencies to set-up and manage department-specific equipment, devices and technologies, troubleshoot software and hardware issues, coordinate software and systems support, including assisting with product enhancement and development, testing, patching, upgrades, repairs, etc.;
- Installs and maintains department-specific LAN and/or WAN hardware and software;
- Maintains and/or enhances (coding and/or programming) assigned module or functionality of enterprise systems or COTS applications;
- Assists in the design, development and enhancement (coding and/or programming), implementation, testing, and maintenance of County-developed in-house developed database application systems;



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- Establishes, uses and maintains social media venues, including dynamic web pages, for assigned department;
- Uses various social media venues appropriately within County guidelines to promote and support department-specific operations;
- Based on assigned department, may assist with the design, build, enhancement, and modification of dynamic department-specific web pages, including links, using authoring or scripting languages, content creation tools, management tools, and digital media, ensures content adheres to County and IT standards for the online pages and content;
- Maintains content on established department web page, intranet and/or Internet, ensures content adheres to County and IT standards for the online pages and content;
- Works with department and/or IT staff to develop or enhance and implement less complex tools, applications, forms and related pages (coding and/or programming);
- Defines, develops, writes and maintains queries, scripts reports, tools or other enhancements using a variety of tools to extract/retrieve data used for analysis, statistics, reports, and investigations to meet department's and/or end users' needs;
- Appropriately refers issues to the appropriate department personnel or IT staff for resolution;
- Prepares/delivers training, procedural manual, testing requirements, and required documentation for system end users in assigned department, and assists departments without own technology support as assigned;
- Provides technical set-up and support to department staff and others during special events and incidents;
- Assists with or may be responsible for preparing budget projections for assigned department's technology replacement program as well as for other technology needs and ensures technology purchases, licensing, repairs, replacements and other technology related expenses are made within approved department budget;
- Serves on project teams and handles smaller projects independently with minimal guidance;
- Based on assigned department, responsibilities will include set-up and support of Incident Command Center technologies, including but not limited to hardware, software, systems, peripherals, wireless systems, LAN, specialized equipment, wireless technologies and applications, includes ensuring all technologies, systems and equipment are maintained and fully operational during the lifecycle of the Incident Command Center;
- Based on assigned department, responsibilities will include assisting with department-specific (Police, MH/DS) domain management as cross-trained and assigned, including assisting with the administration, configuration and maintaining of file and domain server infrastructure;
- Based on assigned department, responsibilities will include assisting with the configuration of KACE or current all-in-one system management software to manage appliance architecture for comprehensive system and device management from initial deployment through maintenance, security and support as cross-trained and assigned;
- May be required to be on-call or assigned rotational on-call duties;
- May be assigned to any department with dedicated technology support, collaborates closely with IT Department for complex hardware, software, systems, applications and equipment upgrades, enhancements, development, maintenance, break/fix and other support, or be assigned to a public safety department and provide advanced first line support to a large number of end users at multiple locations;
- Follows required procedures and creates and maintains necessary records and documentation;
- Follows County technology security and other technology policies and advises end user on proper use and adherence to policies;
- Maintains an extensive up-to-date working knowledge and understanding of the assigned department's operations and the technology and department-specific hardware, software, systems, applications and equipment utilized in support of department operations and proactively seeks to streamline business processes by working collaboratively with clients and IT staff;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Extensive working knowledge of personal computer and network/telecommunications, network and systems architecture and equipment as well as common business software and office equipment, A/V equipment and wireless devices and technologies for the assigned department(s); advanced working knowledge of department-specific software, applications, databases, COTS, enterprise software, County-developed systems, interfaces and enhancements; extensive working knowledge of department-specific equipment installation, configuration and functionality/operation; thorough knowledge and routine use of a wide variety of automated tools for diagnosing and solving information system problems; sound capabilities in querying, scripting, programming, and coding; sound capabilities in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and Web publishing procedures; excellent organization skills with the demonstrated ability to plan and execute work effectively to successfully complete assigned tasks accurately and in a timely manner within established deadlines; ability to multi-task; professional integrity including the ability to maintain the integrity of confidential and/or time sensitive information and processes encountered while providing support to end-users; ability to read, and consistently comprehend, interpret, apply and communicate technical information



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accurately; sound political astuteness; sound critical thinking and problem solving skills with the ability to appropriately research and resolve a variety of questions and issues within established policies, guidelines, requirements and procedures; sound professional judgment with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize multiple types of data and make accurate appropriate determinations and recommendations; strong computer skills with ability to use computers, laptops, tablets and other devices, and to effectively, accurately and appropriately use typical business software, proprietary software and applications to complete assigned tasks; basic accounting or other financial skills with sufficient ability to develop budgets, manage expenditures in accordance with County Finance policies and manage operations effectively within budget; visual and hearing acuity sufficient to enable effective interactions and data collection; excellent written and verbal communication skills with the ability to interact professionally with end-users with diverse skill levels and functional needs and to establish and maintain effective working relationships; excellent interpersonal and communication skills to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with all levels of department staff, IT Department staff, vendors, and other relevant stakeholders; personal accountability including teamwork and establishing and maintaining positive working relationships with end-users; and excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all end-users presenting with varying levels of understanding and needs in order to appropriately address requests, needs and issues. Must be able to positively and appropriately represent the County customers and other stakeholders. May require the ability to work on-call or a flexible schedule as needed.

Minimum Education and Experience:

Education: Two –year degree in a relevant IT field of study;

Experience: Three (3) years of relevant work experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to perform assigned duties at various locations Countywide.